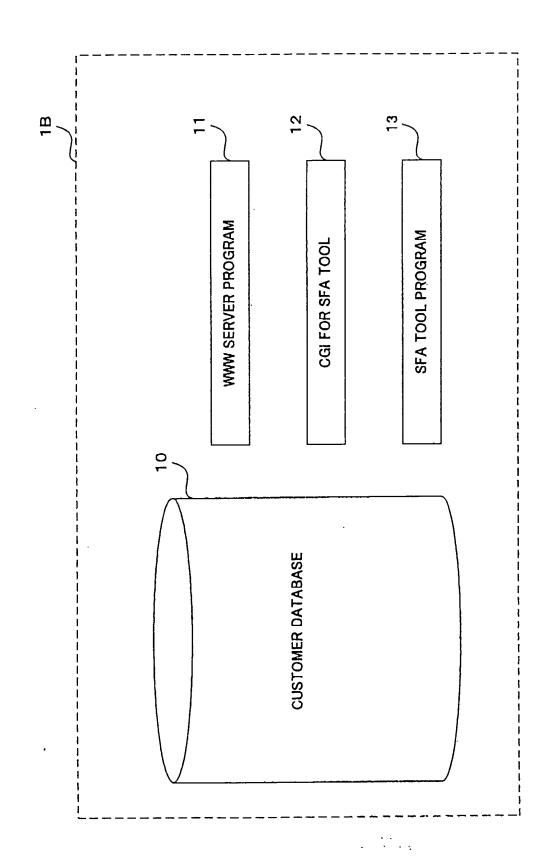
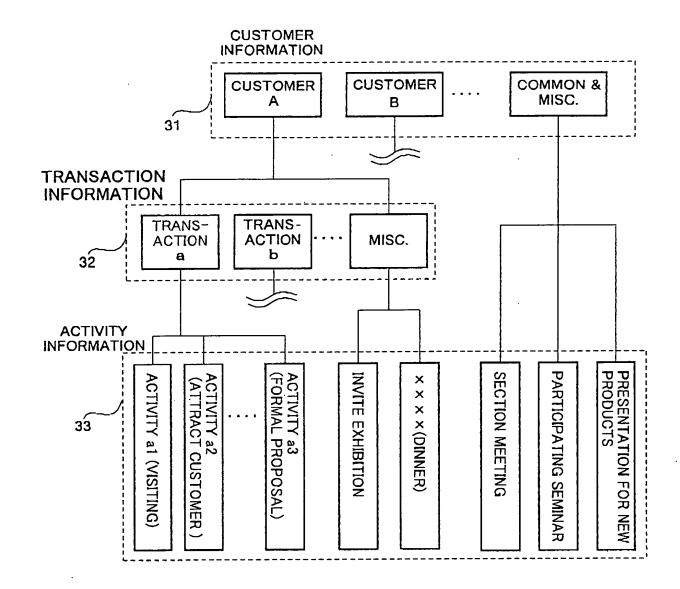


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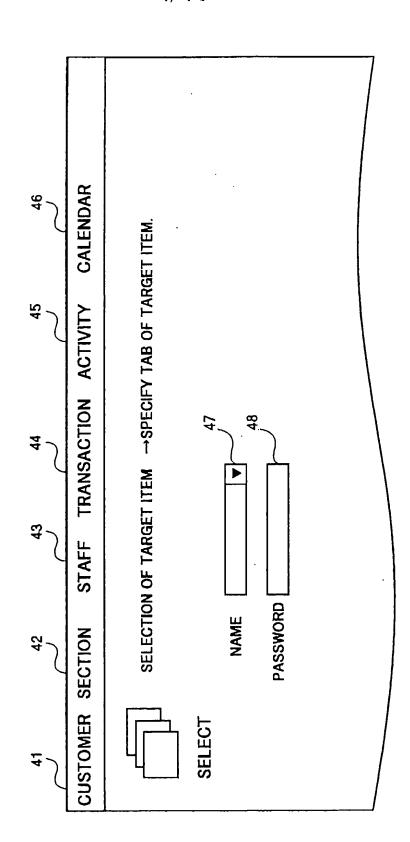


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FIG.3



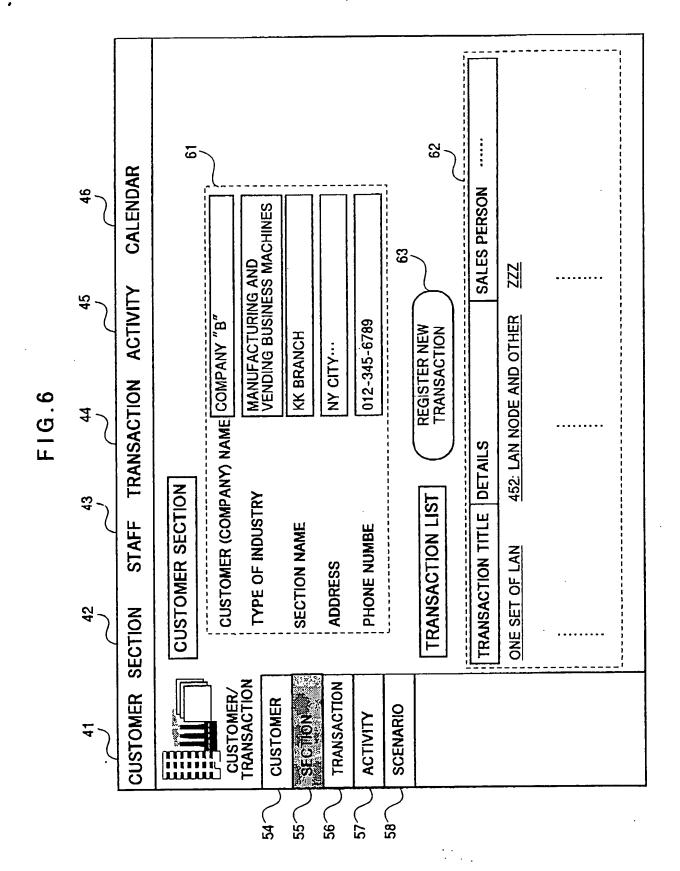
F1G.4



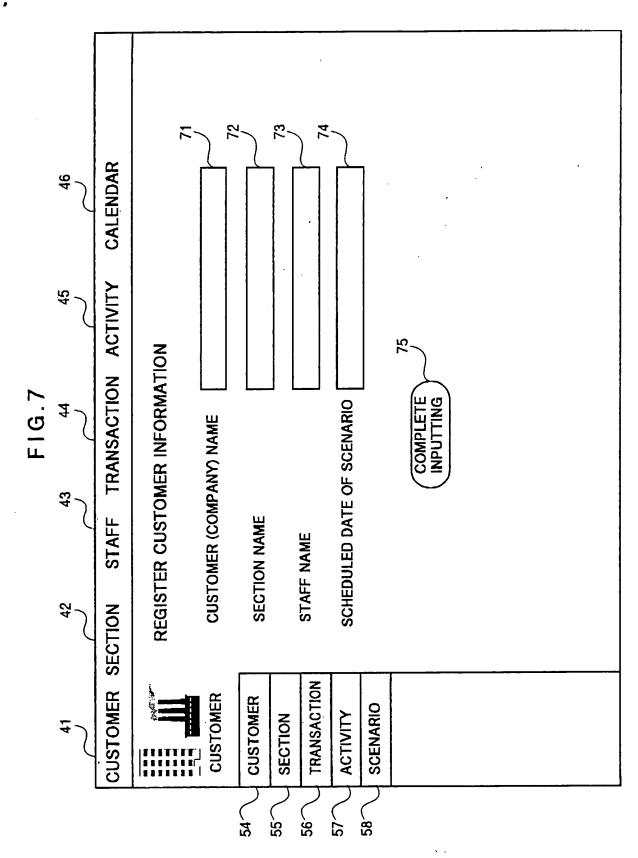
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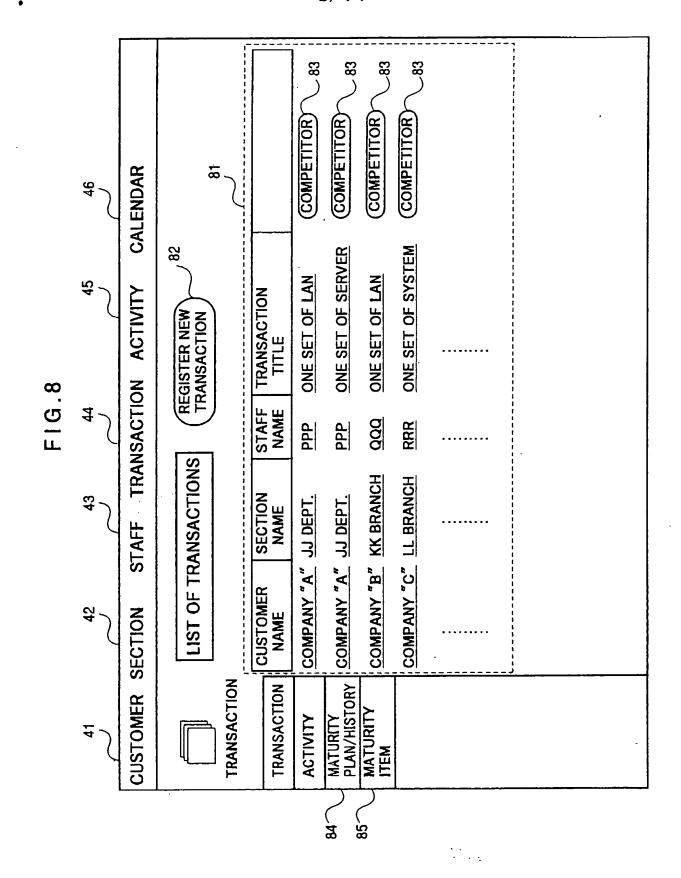
SECTION NAME SCHEDULED DATE FOR CREATING SCENARIO CALENDAR 52 2001/10/05 2001/09/28 2001/10/03 ACTIVITY 5 REGISTER NEW CUSTOMER **TRANSACTION** COMPANY "B" (SCENARIO) KK BRANCH COMPANY "C" (SCENARIO) LL BRANCH COMPANY "A" (SCENARIO) JJ DEPT. 44 **CUSTOMER SECTION** 53 43 STAFF **CUSTOMER NAME** SECTION TRANSACTION CUSTOMER SECTION CUSTOMER CUSTOMER SCENARIO ACTIVITY SECTION ٠,٠ 56/ 57

F1G.5



4.

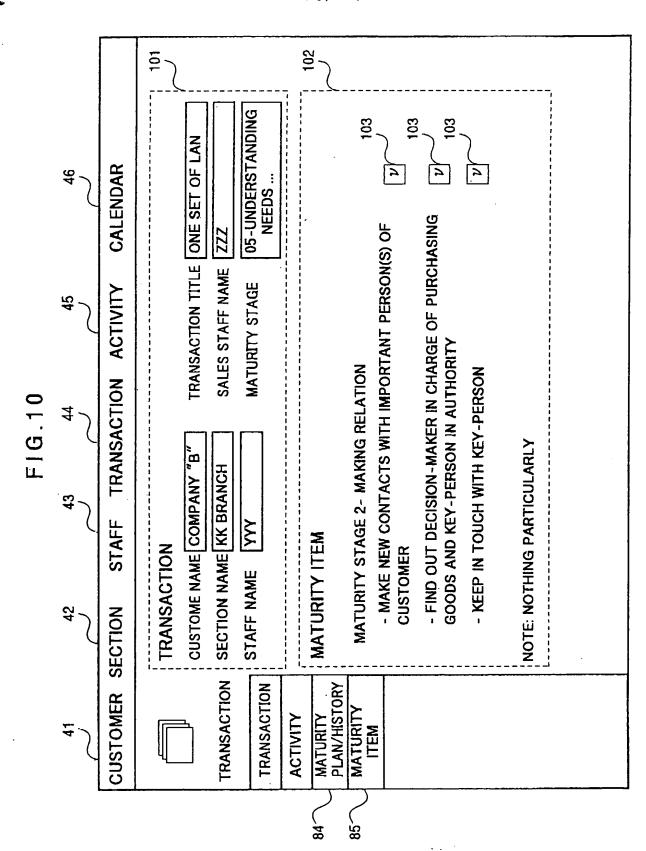




9 05-UNDERSTANDING 3 46 CALENDAR SCHEDULED DATE COMPLETION DATE OF NEEDS TRANSACTION TITLE ONE SET 2001/08/06 2001/08/10 2001/08/22 2001/08/27 2001/08/01 777 SALES STAFF NAME 45 MATURITY STAGE ACTIVITY 2001/09/12 2001/08/06 2001/08/10 2001/09/14 2001/08/27 2001/08/31 2001/09/07 2001/08/01 2001/08/21 **TRANSACTION** F1G.9 44 03-EXAMINING CIRCUMSTANCE 09-ENTERING INTO CONTRACT 04-ATTRACTING CUSTOMER CUSTOME NAME COMPANY "B" MATURITY PLAN/HISTORY 05-UNDERSTANDING NEEDS **08-CLEARING OBSTRUCTIVES** 06-PICKING UP PROBLEMS SECTION NAME KK BRANCH 01 - MAKING CONNECTION 07-FORMAL PROPOSAL 02-MAKING RELATION $\lambda\lambda$ STAFF **TRANSACTION** STAFF NAME MATURITY SECTION MATURITY PLAN/HISTORY **TRANSACTION TRANSACTION** CUSTOMER MATURITY ACTIVITY ITEM ğ Ŕ

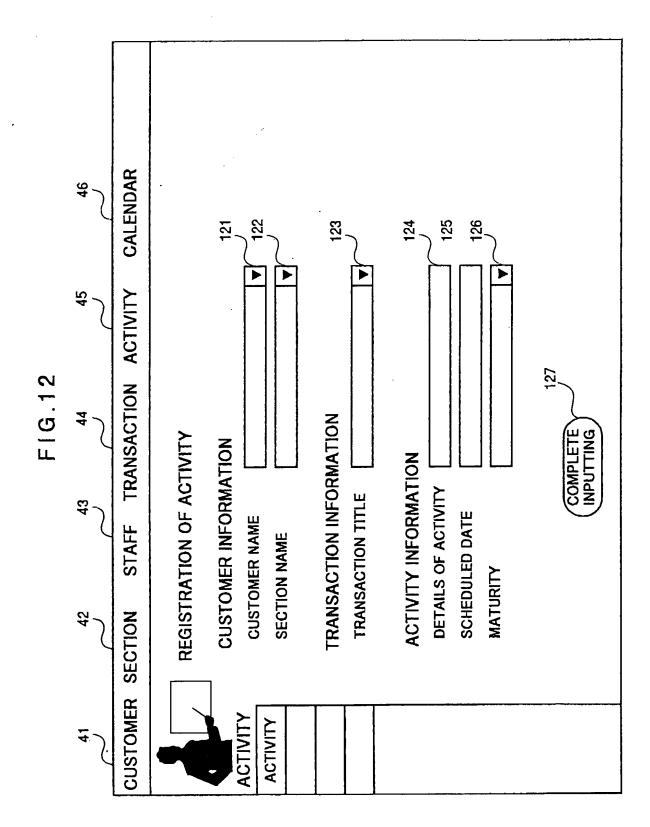
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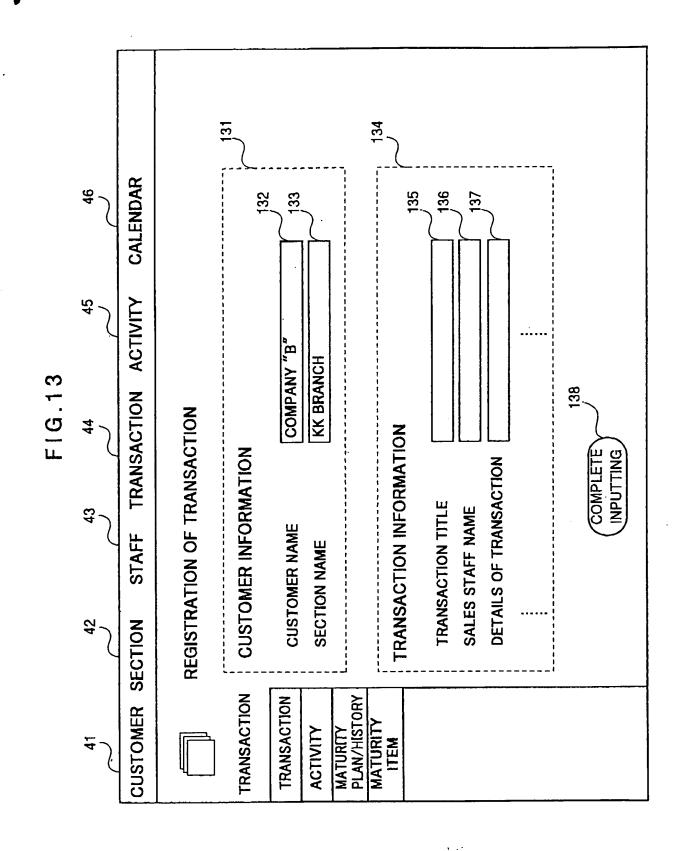
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ONE SET OF SYSTEM ONE SET OF SERVER TRANSACTION **ONE SET OF LAN** ONE SET OF LAN 2001/08/21 10:00 COMPANY "B" KK BRANCH ONE SET OF LAN TITLE LL BRANCH SECTION NAME JJ DEPT. 2001/08/20 10:00 COMPANY "A" JJ DEPT. 2001/08/23 10:00 COMPANY "A" JJ DEPT. CALENDAR 46 2001/08/20 15:00 COMPANY "A" 2001/08/21 13:00 COMPANY "C" CUSTOMER NAME ACTIVITY 112 F1G.11 MATURITY SCHEDULED TIME STAGE DATE REGISTER NEW ACTIVITY **TRANSACTION** REGISTER NEW TRANSACTION 8 07 9 07 07 LIST OF ACTIVITIES STAFF PR OF NEW PRODUCT PR OF NEW PRODUCT PRESENT PROPOSAL CREATE PROPOSAL CREATE PROPOSAL DETAILS OF ACTIVITY 42 SECTION CUSTOMER ACTIVITY ACTIVITY





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25/26 1/2 11/12 18/19 SAT/SUN 17 24 e 2 3 FR CALENDAR 16 8 PRESENT PROPOSAL THURS 10:00 "A" /LAN-**AUGUST 2001** ACTIVITY F1G.14 141 æ 5 2 श्च WED TRANSACTION 9:00 REGULAR MEETING 10:00 "B" /LAN-PR FOR IO:00 "A" /LAN-GREATE PROPOSAL 13:00 "C"/SYSTEM-IS:00 "A" /SERVER-PR CREATE PROPOSAL CREATE PROPOSAL 28 7 3 MONTHLY CALENDAR TUE SALES STAFF NAME STAFF 5 30 27 SECTION MOM CUSTOMER WONTHELY. CALENDAR ACTIVITY WEEKLY DAILY 142